

Facilities Management Department Base Service Levels

The following is a summary of services provided by the Maricopa County Facilities Management Department (FMD). The scope and type of services are presented by the specific division within FMD.

Any services not listed under the Base Level are considered discretionary and initialization of such services requires a funding string be provided to FMD by the requesting department. All work involving new construction, a modification or improvement to an existing building or structure must be performed by FMD.

OPERATIONS AND MAINTENANCE DIVISION

Base level services are those services that are necessary to operate and maintain buildings on a daily basis. The annual determination and budgeting of Base Level services considers building system needs and customer needs.

Work orders requested by departments involving life safety issues will take precedence over routine maintenance or discretionary requests. Due to personnel and budget constraints, FMD reserves the right to prioritize work orders.

All service calls requiring outside vendors must be initiated through FMD.

Operations and Maintenance includes the following services.

- Repair, testing, programming, and routine maintenance, as applicable, of the items listed under the following headings
- Repair or maintenance required due to normal wear and accidents
- Filing insurance claims, as applicable, with Maricopa County Risk Management and absorbing all deductible amounts

Plumbing

- Plumbing and piping systems: domestic cold and hot water distribution, sanitary sewer systems, storm sewer systems, faucets, sinks, toilets, urinals and associated hardware

Building Finishes

- Roofing systems, exterior/interior walls, ceilings, windows, doors, tile, concrete, flooring, and interior/exterior painting

Lighting

- General lighting systems and emergency exiting lights: ballasts, fluorescent tubes, incandescent lamps, etc.

Electrical

- Electrical systems: transformers, switches, breaker panels, receptacles, etc. FMD is not responsible for the operation and maintenance of emergency generators or uninterrupted power sources (UPS).

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Lock Systems

- Door locks and door hardware
- Detention equipment hardware
- Responsibilities as outlined in County Administrative Policy A1911

Heating, Ventilation, Air Conditioning (HVAC)

- Building heating and cooling systems: boilers, chillers, package A/C units, evaporative coolers, etc.
 - Exceptions: refrigerators, freezers, kitchen equipment, sterilizing equipment, etc. that is unrelated to building operations and specific to individual departments

Facilities Automation/Life Safety Systems

- Building fire alarm systems, fire extinguishers and elevators/escalators as specified in current County contracts and as mandated by State or local code
- Automated building control systems

Parking Lot Maintenance and Access Roads

- Asphaltic concrete surfaces: repair, patching, crack sealing, etc.
- Machine sweeping and flushing as required to maintain clean appearance and minimize deterioration of paved surfaces
- Routine cleaning of drainage inlets to prevent flooding or ponding
- Removal of weeds and debris to maintain proper drainage
- Weed and dust control in right-of-way areas
- Routine striping and signage maintenance as required to sustain vehicle/pedestrian traffic control and safety. All work to be in compliance with municipal ordinances and State traffic laws
 - Limited to infrastructure roads, sidewalks, parking facilities and other appurtenances on County-owned property
- Parking block placement and repair

Electronic Maintenance

- Closed Circuit TV (CCTV) and Public Address/Announcement (PA) systems
- Cameras, lens, panic buttons, sensors, speakers, etc. and associated cable and wiring
- Electronic security and surveillance systems in Adult/Juvenile Detention facilities
 - Exceptions: stun fences, N.I.C.E. systems, x-ray scanning equipment, automated locker systems, and other electronic equipment unrelated to facility operations

Welding Services

- Metal building structures, roofs, ladders, rolling doors, motorized gates, and security fencing repair

Building alteration and modifications

- *All work involving new construction, a modification or improvement to an existing building or structure must be performed by FMD*
 - See the Capital Facilities Development Division section that follows for details

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CAPITAL FACILITIES DEVELOPMENT DIVISION

Base level services consist of planning and project management for building alterations, modifications, major maintenance and new construction projects associated with the County Building System. These services include those activities necessary to plan, design, and construct from inception to completion all issues including energy management and warranty follow-up.

Planning

- Provide space planning and facilities programming
- Provide master planning (excluding off-cycle updates)
- Provide Major Maintenance planning
- Manage the Facilities Condition program
- Provide Capital Improvement Project planning
- Maintain building records and archives
- Conduct customer satisfaction surveys and post occupancy evaluations
- Provide leased facilities project management
- Provide asset inventory management

Design and Construction

- Manage general fund budgeted major maintenance and capital improvement projects/programs
- Develop project scope
- Manage project design
- Manage project construction
- Obtain required permits, as necessary
- Advertise per legal requirements, as necessary
- Provide interdepartmental project coordination
- Provide cost estimates to departments regarding possible projects

Energy Management

- Provide energy management services to support new and existing construction
- Explore and implement green building energy options on new construction projects
- Provide studies to implement energy conservation materials and methods on new and existing buildings
- Manage utility rates, existing consumption, and available incentives for new and existing buildings
- Review all plans for new and retrofit projects to insure energy compliance

Warranty Follow-up for FMD Projects

- Coordinate all capital project warranty issues for duration of specified warranty period with customers and FMD maintenance supervisors
- Coordinate with maintenance staff to determine if warranty recourse is available for equipment in new and existing facilities
- Distribute vendor operation and maintenance manuals to FMD maintenance staff and, as appropriate, to customers
- Explore options for customers to extend warranty services/contracts

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PROTECTIVE SERVICES DIVISION

The services provided by Protective Services include those outlined below and provide for the safety and security of employees, guests, and property of Maricopa County.

Downtown Phoenix Security Assignments

- Board of Supervisors events
- Clerk of the Court Customer Service Center/Jackson Parking Garage
- Forensic Science Center/Parking Garage
- Security Center Building
- Madison and Jefferson Parking Garages
- Human Services/Homeless Campus
- Forensic Science Center Complex/Parking Structure
- Administration Office Building and Complex
- Outside patrols of all County owned/leased facilities that are located between Central to 7th Avenue and Van Buren to Lincoln Avenue

Satellite Locations Security Assignments

- Surprise Regional Library
- Anthem Regional Library
- SE Gilbert Regional Library
- George L. Campbell Library
- Public Health Clinic
- Public Health Vital Records
- Women, Infant & Children (WIC) Clinics

Durango Campus Security Assignments

- The Durango Campus differs from the above Security Assignments in that it only has a manned post inside the Durango Parking Structure. Security officers conduct 24-hour (except where noted below) internal and external walking and vehicle patrols of the campus, which include the following
 - Maricopa County Department of Transportation Administration including the McDOT Traffic Operations, Highway Operations, and Distribution Center
 - Flood Control Administration and Operations buildings
 - Equipment Services
 - Animal Care & Control
 - Radio Shop
 - Facilities Management Operations and Maintenance Building
 - Juvenile Court (6 PM – 6 AM)
 - Maricopa County Sheriff's Office parking lots
 - Durango Parking Structure

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Services Routinely Performed by Officers at Assigned Locations

- Patrol buildings and parking lots
- Escort staff and guests from parking to building and vice versa
- Evict disruptive people
- Provide directions
- Locking/unlocking of doors
- Ticket illegally parked vehicles
- Provide other forms of access control
- Conduct general investigations for thefts, threats and vandalism
- Respond to emergencies relating to jailbreaks, fire alarms, bomb threats, burglar alarms, medical emergencies, 911/duress calls, and panic alarms

Additional Security/Parking Related Functions

- Conduct criminal record checks requested from Human Resources for all new hires
- Consult and support by the Protective Services management team
- Manage guard services contracts
- Monitor burglar alarm systems for satellite County facilities
- Maintain existing security systems and equipment
- Conduct risk assessments for satellite County facilities
- Oversee and manage the County employee I.D. badge and card access control programs
- Provide training on the County Hirsch access control system
- Assist with workplace violence issues
- Manage parking programs, which includes the downtown Phoenix shuttle bus service